
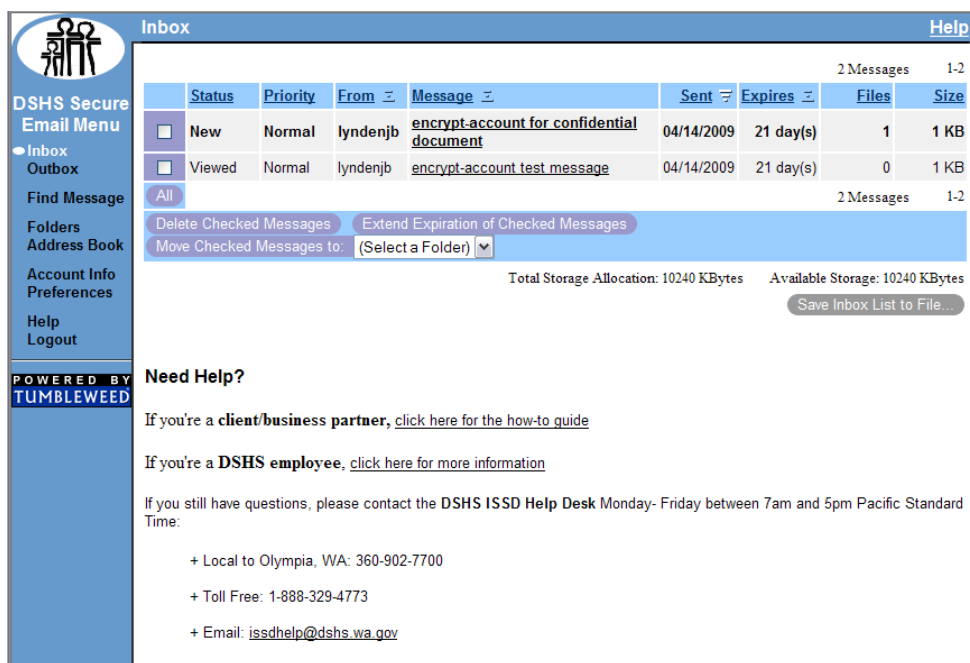


How do I get my Secure Email from DSHS?

- 1) There are two ways to get to your secure email from DSHS:
 - A. Follow the “Pick up Message” link inside the message you received. It looks like this:

 - B. **Or:** point your browser to <https://secureemail.dshs.wa.gov>
- 2) In “Account Name or E-mail Address” field enter the email address DSHS used to send you the secure message.
- 3) Enter the password given to you by DSHS.
 - A. If you’re a first time user and don’t know your password, please contact the person who sent you the message.
 - B. If you’ve used the DSHS Secure Email system before and have changed your account password and now can’t recall it, you will need to contact the DSHS ISSD Help Desk to have it reset. See contact information at the end of this guide.
- 4) After logging in you will either see a) your secure message (if you used “Pick up Message” link); or b) your Secure Email Inbox and any messages.

Note: all messages will be automatically deleted after 21 days. If you need to keep the message for more than 21 days, you must save to your computer or network before it is deleted.



DSHS Secure Email Menu

- Inbox
- Outbox
- Find Message
- Folders
- Address Book
- Account Info
- Preferences
- Help
- Logout

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Inbox [Help](#)

2 Messages 1-2

Status	Priority	From	Message	Sent	Expires	Files	Size
<input type="checkbox"/> New	Normal	lyndenjb	encrypt-account for confidential document	04/14/2009	21 day(s)	1	1 KB
<input type="checkbox"/> Viewed	Normal	lyndenjb	encrypt-account test message	04/14/2009	21 day(s)	0	1 KB
All							2 Messages 1-2

Delete Checked Messages Extend Expiration of Checked Messages

Move Checked Messages to: (Select a Folder) ▼

Total Storage Allocation: 10240 KBytes Available Storage: 10240 KBytes

[Save Inbox List to File...](#)

Need Help?

If you're a **client/business partner**, [click here for the how-to guide](#)

If you're a **DSHS employee**, [click here for more information](#)

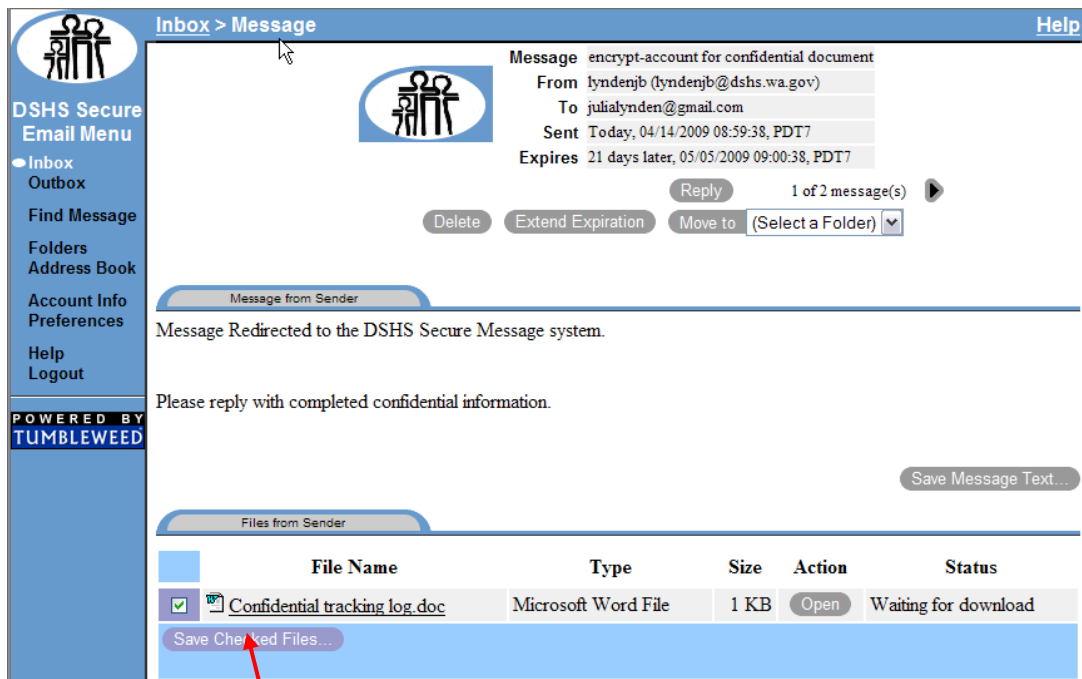
If you still have questions, please contact the **DSHS ISSD Help Desk** Monday- Friday between 7am and 5pm Pacific Standard Time.

+ Local to Olympia, WA: 360-902-7700

+ Toll Free: 1-888-329-4773

+ Email: issdhelp@dshs.wa.gov

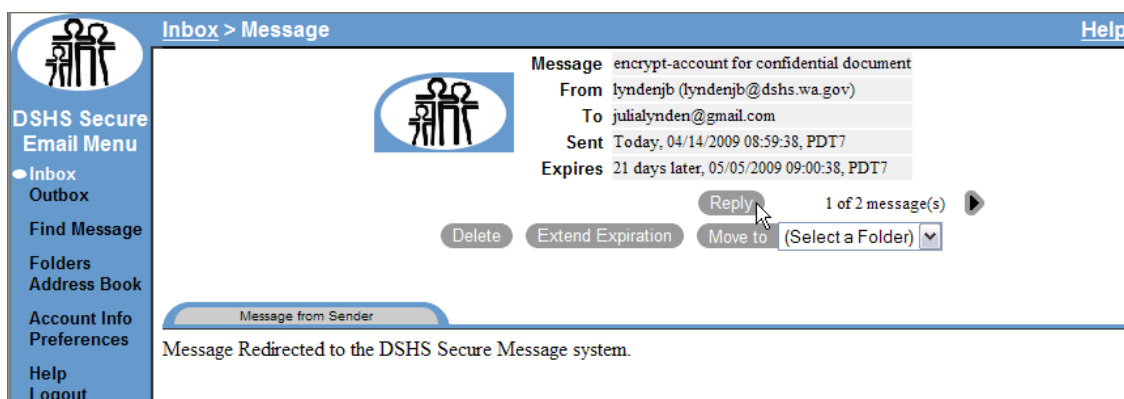
- 5) To open a message, click the Message title.
 - A. You may reply, delete, or move your message after you open it.
 - B. You may open any attachments associated with the message.



- 6) Any attachments will appear in the "Files from Sender" section below the "Message from Sender" text. Click the File Name to open each attachment. **Note:** to ensure attachments remain with the message, close them before exiting your Secure Email Inbox.

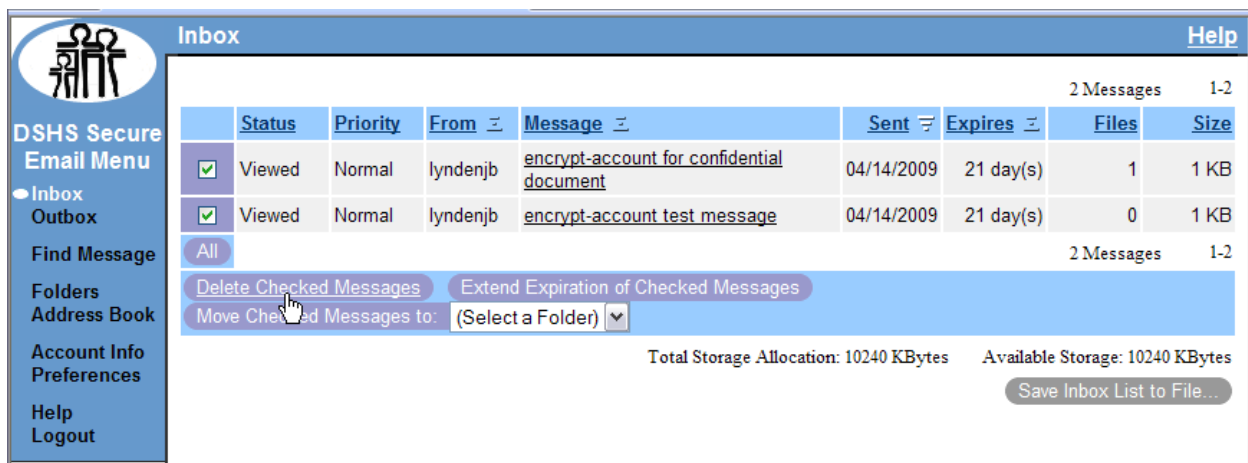
How do I send secure email to DSHS?

- 1) The DSHS Secure Email system is provided for you to receive and reply to confidential email sent by DSHS employees however you may not create new messages within the DSHS Secure E-mail. Use the "Reply" button to respond to a message in your Secure E-mailbox.



- 2) Complete your email message. **Note: Message size limit is set to 10MB**, to include message body and any attachments.

- 3) If you frequently receive and reply to DSHS secure email, we recommend you keep your mail folders including Inbox and Outbox cleared out. This is especially important because **your mailbox is limited to just 10MB in storage space**. To clear it out, go into each folder and check the box next to each message that can be deleted. Then click "Delete Checked Messages."



- 4) Before closing the Secure Email window, click "Logout" on the left pane.

Final notes: This service is provided to allow you to receive and reply to confidential e-mail with DSHS employees. It is strictly for business use, not personal use per DSHS policy.

Please keep in mind:

- Secure mailbox size is limited to 10MB.
- Secure messages are automatically deleted after 21 days.

If you need assistance and the person that sent you the secure email is unavailable, you may contact the DSHS ISSD Help Desk by phone at either 360.902.7700 or 888.329.4773 or by email ISSDHELP@dshs.wa.gov